By accessing or using the Bournemouth University chatbot, you acknowledge that you have read, understood, and agree to be bound by these terms of use. If you do not agree to these terms, please refrain from using the chatbot.

**Purpose of the chatbot**The chatbot is provided as a resource to assist users in obtaining information from Bournemouth University. It is intended to:

* Answer frequently asked questions
* Direct users to relevant online resources.

**User responsibilities**When using the chatbot, you agree to:

* Use the chatbot only for lawful purposes and in a manner consistent with its intended use and Bournemouth University’s [Acceptable Use Policy](https://intranetsp.bournemouth.ac.uk/policy/Acceptable%20Use%20Policy.pdf)
* Refrain from inputting personal data or disclosing login credentials or sensitive information such as NI numbers or financial account details
* Refrain from inputting false, misleading, or harmful information
* Avoid using offensive, abusive, or inappropriate language.

**Accuracy of information**While the chatbot strives to provide accurate and up-to-date information, Bournemouth University does not guarantee the accuracy, completeness, or timeliness of the information provided. Users are encouraged to verify critical information by consulting official university sources or contacting relevant departments.

**Privacy and data collection**The chatbot may collect and store certain information during interactions to improve its functionality and provide better services. This may include:

* User input for queries
* Usage logs and interaction data.

All data collected will be handled in accordance with Bournemouth University’s [Data Protection & Privacy policy](https://www.bournemouth.ac.uk/about/governance/access-information/data-protection-privacy) and applicable laws.

**Intellectual property**The chatbot and all associated content are the intellectual property of Bournemouth University. Unauthorised reproduction, distribution, or use of the chatbot or its outputs is prohibited.

**Modifications to terms of use**Bournemouth University reserves the right to modify these Terms of Use at any time. Changes will be effective upon posting to the university’s website or through the chatbot interface. Continued use of the chatbot constitutes acceptance of the updated terms.